



Data Protection & Privacy Notice

Purpose of this privacy notice

This privacy notice aims to give you information on how William Glasser Institute – UK collects and processes your personal data, including any data you may provide through our website, when you fill in any forms at events run by us, and/or you contact us via the website.

It is important that you read this privacy notice together with any other privacy notice on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.

Controller

William Glasser Institute – UK is the controller and responsible for your personal data collectively referred to as *WGI-UK, we, us or our* in this privacy notice.

Trainers refers to registered members of Faculty of the WGI-UK who have a direct role in a workshop or Practicum.

We have a data privacy officer (DPO) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any complaints or requests to exercise your legal rights (see below), please contact the DPO using the details set out below.

Contact Details

Full name of legal entity: William Glasser Institute UK

Name or title of DPO: Ruth Bradbrook

Email address: dpo@wgi-uk.co.uk

Your duty to inform us of changes

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Third-party links

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. (usually using ‘Cookies’) We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

Data collected and held by us

Personal data, or personal information, means any information about an individual from which that person can be identified

We may collect, use, store and transfer different kinds of personal data about you for the sole purposes of your membership, to email you periodic news and information relevant to your subscriptions, CTRTC training or general topics of interest. We have grouped this data together as follows:

- **Identity Data:** which includes title, first name, last name, and any feedback form or survey responses, workshop registers which you may have complete as well as records of emails sent direct via the website.
- **Contact Data:** email address, telephone number and postal address.
- **Communications Data:** includes your preferences in receiving information from us through email and newsletters.
- **Non Members E-New Subscription Data:** Name and Email address.
- **Special Categories Data:** We do not collect any special categories of Personal Data about you (for example details about your race or ethnicity, religious or philosophical beliefs, sexual orientation, political opinions, or information about your health).
- **Training Data:** All data stored on our website includes your full name, postal address and country. Your registration and application data for either the Basic workshop or CTRTC accreditation held by the WGI-UK trainers is kept confidential. This information is not available to anyone not approved or concerned in your training progress.

How We Collect Data

We add your data to the WGI-UK Database when you attend workshops, or contact us requesting that you be added to our mailing list, or you manual subscribe to our website news page.

Automated technologies or interactions.

We do not collect data on you by using cookies but when you subscribe to our news page in order to receive email from us, or send email to us direct from the website, your name and email address will be registered with our database.

Although our website does not use cookies by default, however if you select 'remember me' when you log in to the members area a cookie will be set on your own computer browser to remember the webpage you visited. You can deactivate cookie services in your computer browser, but some websites require the use of cookies.

Cookies Explanation

A Cookie is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. Cookies were designed to be a reliable mechanism for websites to record the user's browsing activity (including clicking particular buttons, logging in, or recording which pages were visited in the past). They can also be used to remember arbitrary pieces of information that the user previously entered into form fields such as names, addresses, passwords, and credit card numbers.

How we use your data

- We will only use your personal data in the following circumstances:
- For the purposes of informing you of scheduled seminars or workshops for continuing professional development.
- Where we need to comply with a legal or regulatory obligation.

Purposes for which we will use your personal data

We have set out below, the ways we plan to use your personal data,

- Maintaining your membership account.
- Promotional offers from us to you
- We may use your Identity, and Contact data, to email you articles of interest from the website, or relating to seminars and training. In each case, you may opt out of receiving these emails.

Third-party marketing

We will not share your data with any organisation or marketing company without your express written permission. Nor will trainers NOT involved in your CTRTC training have access to your details.

Opting out

You can ask us to stop sending you email messages at any time by contacting us or by clicking on the opt out links at the foot of each email.

Where you opt out of receiving these messages, your details will be removed from the mailing list, but will not effect other data we hold on you for purposes of your CTRTC training.

On completing a Basic Intensive workshop you will automatically receive membership of WGI-UK and your personal data we be kept on our server. You may choose to opt out of this at the time of registration at the workshop, or anytime thereafter.

Change of purpose

We will only use your personal data for the purposes for which we have collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. I which case we would advise you first.

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. The website is on a secure server, and all personal data is encrypted. In addition, we limit access to your personal data to those, Committee members, or WGI-UK trainers who have a need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for.

We will purge/delete your personal data from our database when emails are returned as ‘not known’ or when you contact us and ask us to remove information.

Complaints & your legal rights

You have the right to make a complaint at any time to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

- Request to see what personal data we hold.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Right to withdraw consent.
- If you wish to exercise any of the rights set out above, please contact us.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

If you fail to provide personal data

If you fail to advise us of a change in your email address or other contact details we will not be able to contact you with news or information relative to Choice Theory & Reality Therapy business. This will result in your details being removed from the website and other storage locations.

Time limit to respond

We try to respond to all legitimate requests within 2 weeks.